DOCUMENT RESUME

ED 374 867 JC 940 561

TITLE	John Tyler Community College Employer Survey, 1994.
INSTITUTION	John Tyler Community Coll., Chester, Va.
PUB DATE	94
NOTE	41p.
PUB TYPE	Reports - Research/Technical (143) -- Tests/Evaluation Instruments (160)
EDRS PRICE	MF01/PC02 Plus Postage.
DESCRIPTORS	Community Colleges; Education Work Relationship; *Employer Attitudes; Employment Potential; Graduate Surveys; *Job Performance; *Job Skills; *Outcomes of Education; *Program Effectiveness; Two Year Colleges; *Two Year College Students; Vocational Followup
IDENTIFIERS	John Tyler Community College VA

ABSTRACT

In summer 1994, an employer follow-up study was conducted at John Tyler Community College (JTCC), in Chester, Virginia, to gather data on JTCC graduates' preparation for their jobs, attitudes toward work, and adequacy of specific skills. Based on permission granted by graduates, surveys were sent to 127 employers of JTCC graduates, with usable responses being received from 59% (n=75) of the employers. Thirty-two percent of respondents evaluated nursing graduates, about eleven percent evaluated business graduates, while for more than half of the programs only one or two employers responded. Study findings included the following: (1) nearly 70% of the graduates evaluated were female and almost 65% were white; (2) approximately 67.6% of respondents felt that the training received at JTCC adequately prepared graduates for their current position, while 5.45% indicated the training was inadequate; (3) graduates were rated average or above average regarding their general attitude toward work, ability to operate job-related tools, willingness to learn, and analytical/problem-solving skills; (4) about three-fourths of the employees said that they would hire another JTCC graduate; and (5) although few negative ratings were given, graduates' writing and computer skills were evaluated as below average most frequently. Contains a discussion of results by program, responses to open-ended questions, a list of responding employers, and the survey instrument. (KP)

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ED 374 867

JOHN TYLER COMMUNITY COLLEGE

EMPLOYER SURVEY

1994

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JOHN TYLER COMMUNITY COLLEGE

EMPLOYER SURVEY

1994

Office of Assessment, Research, & Planning
Chester, Virginia 23831

1994 EMPLOYER FOLLOW-UP SURVEY RESULTS

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1994 EMPLOYER SURVEY

1994 EMPLOYER FOLLOW-UP SURVEY RESULTS

EXECUTIVE SUMMARY

The Office of Assessment, Research, and Planning at John Tyler Community College conducted an employer follow-up study utilizing information collected from 1991, 1992, and 1993 graduates. A total of 127 Employer Follow-Up Surveys were mailed to employers which asked them to rate JTCC graduates' preparation for the job, attitude toward work, and adequacy of specific skills.

Of the 127 surveys mailed, 75 employers (59 percent return rate) responded. Employers were categorized by the graduates' program of study. A total of 32 percent of the respondents evaluated graduates in the Nursing program and about 11 percent evaluated graduates in Business Management. Relatively small percentages were represented in the Office Systems Technology, Physical Therapist Assistant, Mechanical Engineering Technology, Police Science, and Accounting programs. For more than half of the programs of study, only one or two employers responded.

Overall, employers rated JTCC graduates positively for all of their job skills and preparation. About two-thirds of the employers felt that the training received at JTCC adequately prepared graduates for their current position, while only 5 percent said the training was inadequate. About one-fourth of the employers were unable to rate the graduates' training.

All of the employers rated JTCC graduates' general attitude toward work, ability to operate job-related tools, equipment, and instruments, willingness to learn and improve, overall quality of work, and analytical/problem solving skills favorably. A number of these characteristics or attitudes provide the foundation for good work ethics and quality job performance.

All of the employers rated the following qualities positively except for one employer who gave a rating of "below average": job-related knowledge, care of equipment, speaking skills, listening skills, reading skills, math skills, cooperativeness with fellow employees, personal initiative, and dependability/punctuality. Employers continued to rate graduates positively, however, more than one employer rated the following skills and attitudes as "below average": writing skills, computer skills, cooperative with management, and leadership ability.

About three-fourths of the employers said that they would hire another JTCC graduate or recommend our graduates to other employers. A number of specific suggestions for program improvement are included in the report.

OVERVIEW

The Office of Assessment, Research, and Planning at John Tyler Community College conducted an employer follow-up study during the summer of 1994. An authorization form which requested permission for the College to contact graduates' employers was enclosed with the 1991, 1992 and 1993 Graduate Follow-Up Surveys. Graduates were informed that the purpose of the Employer Follow-up Survey was to determine employer satisfaction with JTCC, its graduates, and the program of study.

During 1991-93, a total of 127 graduates submitted the authorization form with their completed Graduate Follow-Up Survey. A number of the graduates responded to the survey by telephone and verbally granted the College permission to obtain employer information.

METHODOLOGY

A total of 127 Employer Follow-Up Surveys were mailed to employers. A copy of the student's authorization form and a cover letter explaining the purpose of the survey were included. The survey included the graduate's name and program of study while enrolled at JTCC. Employers were asked to give the title of the employee's present job and mark whether the training received at JTCC adequately prepared the student for this position. Then, they were asked to rate the employee in a variety of areas, compared to other workers with similar jobs and experience. Employers were also asked whether, if they had an opening, they would hire another JTCC graduate and if they would recommend our graduates to other employers. An area was provided for comments regarding ways to improve the graduate's program of study. The survey is included in Appendix A.

FINDINGS

Of the 127 surveys mailed, a total of 75 responses (59 percent) were returned and included in the analysis. The results were tabulated by the graduates' program of study. Employers' comments are listed for each program in the Comments Section, and a listing of all respondents with the graduates' job titles are included in the final section. The breakdown of responses by program are illustrated in the table below.

Program of Study		
	Frequency	Percent
Accounting	3	4.0
Architectural Eng Tech	1	1.3
Arts & Sciences	2	2.7
Business Management	8	10.7
Child Care (Cert & CSC)	2	2.7
Computer Info Systems	2	2.7
Electronics Eng Tech	2	2.7
Fine Arts (Cert)	1	1.3
Funeral Service	3	4.0
Human Services	2	2.7
Industrial Mfg Pro (CSC)	1	1.3
Instrumentation	1	1.3
Mechanical Eng Tech	4	5.3
Nuclear Found Tech (CSC)	2	2.7
Nursing	24	32.0
Office Systems Tech	5	6.7
Physical Therapist Asst	5	6.7
Police Science	4	5.3
TOTAL	75	100.0

Three years of graduates (1991, 1992 and 1993) were included in the study. As presented in the following table, fairly equal percentages of employers of graduates from 1991 and 1993 responded compared to the employers of 1992 graduates.

Year of Graduation		
Response	Frequency	Percent
1991	31	41.3
1992	11	14.7
1993	33	44.0

The graduates that employers were asked to rate on a variety of qualities and characteristics are fairly representative of the 1991-93 graduating classes, as well as representative of the student body in general. The tables below illustrate demographic information of the graduates that the employers rated. About 70 percent of the graduates were female, nearly 65 percent were white, and the majority of the graduates were between the ages of 25-44 years old.

Gender of Graduates		
Response	Frequency	Percent
Male	22	29.3
Female	53	70.7

Race/Ethnicity of Graduates		
Response	Frequency	Percent
White	49	65.3
Black	18	24.0
Other	8	10.7

Age of Graduates		
Response	Frequency	Percent
22-24 yrs old	5	6.7
25-34 yrs old	26	34.7
35-44 yrs old	25	33.3
45-59 yrs old	17	22.7
Not reported	2	2.7

Employer information is presented by academic program to allow faculty and administrators the opportunity to learn how employers regard JTCC graduates in specific programs. Programs are listed alphabetically.

Accounting

Three employers responded to the survey and provided information about graduates in the Accounting program. One employer said that the graduate had left her position and gave information about the new employer. No ratings were given for the student. Two employers provided rating information for this study. When asked if the training received at JTCC adequately prepared the graduates for their position, one employer said "yes" while one said "no."

Both employers rated the graduates as "above average" in all of the following areas: job related knowledge, ability to operate job-related tools and equipment, care of equipment, willingness to learn and improve, overall quality of work, writing skills, speaking skills, listening skills, reading skills, math skills, computer skills, cooperative with management, cooperative with fellow employees, and dependability/punctuality. One

employer rated general attitude toward work, personal initiative and leadership ability as "above average" while the other employer gave a rating of "average." One employer rated the graduate's analytical/problem solving skills as "above average" and one was unable to rate the graduate's skill level.

When asked if the employer would hire another JTCC graduate for this type of job, both employers responded "yes." In addition, they said that they would recommend our graduates to other employers. Additional comments are provided in the Comments Section.

Architectural Engineering Technology

One employer of an Architectural Engineering Technology graduate responded to the survey. When asked if the training received at JTCC adequately prepared the graduate for the job, the response was "yes." The employer rated the graduate as "above average" in the following areas: general attitude toward work, job related knowledge, willingness to learn and improve, listening skills, reading skills, math skills, computer skills, cooperative with management, cooperative with fellow employees, and personal initiative.

The following qualities were rated as "average": ability to operated job-related tools, equipment, and instruments, care of equipment, overall quality of work, writing skills, speaking skills, analytical/problem solving skills, dependability/punctuality, and leadership ability.

The employer said they would hire another JTCC graduate for the same type of job and would recommend our graduates to other employers, as well. The employer included an additional comment (see Comments Section) stating their satisfaction with the graduate.

Arts and Sciences for Transfer

Two employers of graduates in the Arts and Sciences for Transfer program responded to the survey. When asked if they felt that the training received by the graduates adequately prepared them for their jobs, one employer said "yes" and one employer did not know. Both employers rated graduates as "above average" in the following areas: overall quality of work, cooperative with management, cooperative with fellow employees, and dependability/ punctuality. Both agencies rated the graduates as "average" on their speaking skills.

One employer rated the graduates' skill level as "above average" and one rated them as "average" on the following skills: general attitude toward work, job related knowledge, ability to operate job-related tools and equipment, care of equipment, willingness to learn and improve, writing skills, listening skills, reading skills, math skills, computer skills, analytical/problem solving skills, personal initiative, and leadership ability.

When asked if they would hire another JTCC graduate for the same type of job, one employer said "yes" and the other was unsure. Both employers said they would recommend JTCC graduates to other employers. Additional comments are listed in the Comments Section regarding specific issues. It is important to note that graduates in the Arts and Sciences for Transfer program are not trained for a specific job; however, the survey addressed a number of the general education requirements.

Business Management

Eight employers responded to the survey; however, one response was from a self-employed person who did not complete the survey. This analysis includes the responses

from seven employers. When asked if the training received at JTCC adequately prepared the graduate for the job, four employers said "yes" and three employers said that they did not know. All of the employers rated the following skills of JTCC graduates as "above average": job-related knowledge, ability to operate job-related tools and equipment, and overall quality of work.

Five employers rated the graduates' computer skills and dependability/punctuality as "above average," and two employers rated them as "average." In addition, four employers rated the following skills as "above average," while three employers rated them as "average": general attitude toward work, willingness to learn and improve, care of equipment, reading skills, analytical/problem solving skills, and personal initiative.

Three employers rated the graduates' math skills and leadership ability as "above average," three employers rated the same skills as "average," and one employer was unable to give a rating. Similar ratings apply when evaluating the graduate's writing skills; however, rather than being unable to evaluate this skill, one employer rated the graduate's writing skills as "below average."

Three employers rated the graduates' cooperativeness with management and with fellow employees as "above average," and four employers gave a rating of "average." Two employers rated the graduates' speaking and listening skills as "above average" while five employers rated them as "average."

When asked if they would hire another JTCC graduate for the same type of job, all employers said "yes," and that they would recommend our graduates to other employers. Several employers provided suggestions for program improvement (see Comments Section).

Child Care (Certificate and Career Studies Certificate)

Four employers of graduates in the Child Care Aid certificate program and one employer of a graduate of the Child Care career studies certificate responded to the survey. One employer reported that the graduate is no longer employed at that location. The responses from the four employers have been combined.

When asked if the training received at JTCC adequately prepared the graduates for the job, all of the employers said "yes." In addition, all of the employers rated the graduates' willingness to learn and improve as "above average," while they rated graduates' math skills and speaking skills as "average."

Three employers rated the following skills as "above average," while one employer gave a rating of "average": general attitude toward work, overall quality of work, reading skills, and dependability/punctuality . Two of the employers rated the following skills as "above average" while two rated them as "average": job-related knowledge, care of equipment, writing skills, listening skills, analytical/problem solving skills, cooperative with management, cooperative with fellow employees, personal initiative, and leadership ability.

Employers' responses varied when rating graduates' ability to operate job-related equipment: one employer each rated it as "above average" and "average," while two employers felt this question did not apply. Two employers rated the graduates' computer skills as "average," one gave a rating of "below average," and one felt this item did not apply.

When asked if they would hire another JTCC graduate, all of the employers said "yes," and they all would recommend our graduates to other employers. Several suggestions for improving the Child Care programs are listed in the Comments Section.

Computer Information Systems

Two employers responded to the survey. Each employer gave identical responses to all of the questions. They said that the training received at JTCC adequately prepared the graduates for their jobs. Each rated the following characteristics as "above average": general attitude toward work, job-related knowledge, ability to operate job-related tools and equipment, care of equipment, willingness to learn and improve, and overall quality of work. Each employer also rated the following skills as "above average": writing skills, speaking skills, listening skills, reading skills, math skills, computer skills, and analytical/problem solving skills.

In addition, both employers rated the graduates' ability to cooperate with management, cooperate with fellow employees, personal initiative, dependability/punctuality, and leadership ability as "above average."

When asked if they would hire another JTCC graduate for the same type of position, both said "yes," and that they would recommend our graduates to other employers. A number of comments are included in the Comments Section that amplify the employers' ratings.

Electronics Engineering Technology

Two employers responded to the survey. When asked if they felt that the training received at JTCC adequately prepared graduates for their jobs, one responded "yes" and one responded "no." Both employers rated the graduates as "above average" on the following items: ability to operate job-related tools, equipment and instruments, care of equipment,

and willingness to learn and improve. Both employers rated graduates as "average" on the following items: writing skills, speaking skills, listening skills, reading skills, math skills, and leadership ability. One employer rated the graduate as "above average" and one gave a rating of "average" for the following abilities: general attitude toward work, job related knowledge, overall quality of work, analytical/problem solving skills, cooperative with management, cooperative with fellow employees, personal initiative, and dependability/ punctuality.

One employer rated the graduates' computer skills as "above average" while the other gave a rating of "below average." When asked if they would hire another graduate from JTCC for the same type of job, one said "yes" and one said "no." One employer was unsure if they would recommend our graduates to other employers, and one said that they would not.

Fine Arts (Certificate)

One employer of a graduate of the Fine Arts certificate program responded to the survey. When asked if the training received at JTCC adequately prepared the graduate the job, the employer failed to respond. Nevertheless, the employer rated the graduate as "above average" in the following categories: general attitude toward work, job-related knowledge, ability to operate tools and equipment, care of equipment, willingness to learn and improve, overall quality of work, speaking skills, listening skills, reading skills, computer skills, analytical/problem solving skills, personal initiative, and dependability/punctuality. The employer rated the graduate's leadership ability as "average" while rating the following

skills as "below average": writing skills, cooperative with management, and cooperative with fellow employees. The employer was unable to rate the graduate's math skills.

When asked if they would hire another JTCC graduate for the same type of job, the response was "yes." They would also recommend our graduates to other employers.

Funeral Service

Three employers of graduates of the Funeral Service program responded to the survey. When asked if the training received at JTCC adequately prepared the graduates for their job, two employers said "yes" and one did not respond. All of the employers rated the graduates as "above average" on the following abilities: general attitude toward work, willingness to learn and improve, overall quality of work, reading skills, cooperative with fellow employees, personal initiative, and dependability/punctuality.

Two employers rated the following skills as "above average," while one employer gave a rating of "average": job-related knowledge, ability to operate tools and equipment, care of equipment, writing skills, listening skills, math skills, analytical/problem solving skills, cooperative with management, and leadership ability. Speaking skills and computer skills were rated as "above average," "average," and "not applicable."

When asked if they would hire another JTCC graduate, two employers said "yes" and one was "unsure." The same response was given regarding whether they would recommend our graduates to other employers - two employers said "yes" while one was "unsure." Additional comments are included in the Comments Section regarding hiring JTCC graduates and suggestions for program improvement.

Human Services

Two employers of graduates of the Human Services program responded to the survey. Each employer said that the training received at JTCC adequately prepared graduates for the job. In addition, both employers rated the graduates as "above average"on the following characteristics: general attitude toward work, job-related knowledge, ability to operate tools and equipment, willingness to learn and improve, writing skills, speaking skills, listening skills, reading skills, math skills, cooperative with management, and leadership ability. One employer rated the graduate as "above average" while the other gave a rating of "average" for the following skills: overall quality of work, analytical/problem solving skills, cooperative with fellow employees, and dependability/punctuality. Both employers rated the graduates' personal initiative as "average." One employer rated the graduates' care of equipment and computer skills as "above average," while the other employer did not respond.

When asked if they would hire another JTCC graduate for the same type of job, both said "yes." They would also recommend our graduates to other employers.

Industrial Manufacturing Procedures (Career Studies Certificate)

One employer responded to the survey. When asked if the training received at JTCC adequately prepared the graduate for the job, the response was "yes." The following characteristics were rated as "above average": general attitude toward work, job-related knowledge, ability to operated job-related tools, equipment, and instruments, willingness to learn and improve, overall quality of work, speaking skills, and analytical/problem solving skills. The employer rated the graduate's ability to care for equipment, listening skills, and

cooperativeness with fellow employees as "average." The following skills were rated as "below average": writing skills, reading skills, cooperative with management, personal initiative,dependability/punctuality, and leadership ability. The employer was unable to evaluate the graduate's math skills and computer skills.

When asked if they would hire another JTCC graduate, the response was "yes." In addition, the employer would recommend our graduates to other employers.

Instrumentation

One employer responded to the survey. When asked if the training received at JTCC adequately prepared the graduate for the job, the response was "yes." The graduate was rated as "above average" on the following characteristics: general attitude toward work, care of equipment, willingness to learn and improve, overall quality of work, listening skills, computer skills, analytical/problem solving skills, cooperative with management, personal initiative, dependability/punctuality, and leadership ability. The employer rated the graduate as "average" on the following skills: job-related knowledge, ability to operate job-related tools, equipment, and instruments, writing skills, speaking skills, reading skills, math skills, and cooperative with fellow employees.

When asked if they would hire another JTCC graduate for the same type of job, the response was "yes." They would also recommend our graduates to other employers. Additional suggestions for program improvement are included in the Comments Section.

Mechanical Engineering Technology

Four employers of graduates of the Mechanical Engineering Technology program responded to the survey. When asked if the training received at JTCC adequately prepared the graduates for their positions, two said "yes," one said "no," and one employer was "unsure." The only skill area where the four employers gave the same rating of "above average" was the graduates willingness to learn and improve. Three employers gave a rating of "above average" and one gave a rating of "average" for the following characteristics: general attitude toward work, ability to operate tools, equipment, and instruments, and math skills.

Two employers rated the following skills as "above average," while two rated them as "average": overall quality of work, listening skills, computer skills, cooperative with management, cooperative with fellow employees, and personal initiative. One employer rated the following skills as "above average," while three employers rated them as "average": job-related knowledge, care of equipment, writing skills, reading skills, analytical/problem solving skills, dependability/punctuality, and leadership ability. Speaking skills were rated as "above average," "average," "below average," and "not applicable" by the four employers.

When asked if they would hire another JTCC graduate, two employers said "yes," one said "unsure," and one employer did not respond. Two employers said they would recommend our graduates to other employers while two employers were unsure. Several comments that provide clarification and suggestions for program improvement are included in the Comments Section.

Nuclear Foundations Technology (Career Studies Certificate)

Two employers responded to the survey. When asked if the training received at JTCC adequately prepared graduates for their job, both responded "yes." Both employers rated the graduates as "above average" on the following characteristics: general attitude toward work, ability to operate job-related tools and equipment, willingness to learn and improve, listening skills, and personal initiative. One employer rated the graduate as "above average" while one employer gave a rating of "average" for the following skills: job-related knowledge, care of equipment, overall quality of work, writing skills, speaking skills, reading skills, math skills, computer skills, analytical/problem solving skills, cooperative with management, dependability/punctuality, and leadership ability. Both employers rated the graduates' ability to cooperate with fellow employees as "average."

When asked if they would hire another JTCC graduate for the same type of job, both said "yes." One employer would recommend our graduates to other employers while one was unsure.

Nursing

Twenty-four employers, who represent 13 hospitals or medical centers, responded to the survey. When asked if the training received at JTCC adequately prepared the graduates for their position, 19 employers said "yes," while one employer each said "no," "do not know," and "not applicable." The skills that all employers rated as "above average" or "average" include the following: general attitude toward work, ability to operated job-related tools and equipment, willingness to learn and improve, overall quality of work, writing skills, speaking

skills, reading skills, analytical/problem solving skills, cooperative with fellow employees, personal initiative, dependability/punctuality, and leadership ability.

For each of the following skills, one employer rated the graduates as "below average": job-related knowledge, care of equipment, listening skills, math skills, computer skills, and cooperative with management. Nevertheless, the ratings from the remaining 23 employers were "above average" or "average."

When asked if they would hire another JTCC graduate for the same type of job, 20 employers said "yes," one said "no," and three employers were unsure. Twenty-two (22) employers said they would recommend JTCC graduates to other employers, while one was unsure and one employer did not respond. Additional comments and suggestions for program improvement are listed in the Comments Section.

Office Systems Technology

Five employers of graduates of the Office Systems Technology program responded to the survey. One employer reported that the graduate no longer works at that location, while another graduate stated that the survey was not authorized by her. Since graduates from several years were included in the study, this student failed to remember sending employer information to the College when she completed the Graduate Follow-up Survey. Three employers' responses are included in this analysis.

When asked if the training received at JTCC adequately prepared the graduates for the job, two employers said "yes" and one responded that the question was not applicable. All of the employers rated the graduates as "above average" for the following characteristics:

general attitude toward work, job-related knowledge, ability to operate job-related tools, equipment, and instruments, care of equipment, willingness to learn and improve, and overall quality of work. In addition, the three employers rated the graduates as "above average" for the following skills: writing skills, speaking skills, listening skills, reading skills, math skills, computer skills, analytical/problem solving skills, cooperative with management, personal initiative, dependability/punctuality, and leadership ability. Two employers rated graduates' cooperation with fellow employers as "above average," while one employer rated the graduate as "average."

When asked if they would hire another JTCC graduate for this type of job, two employers said "yes" and one was unsure. Two employers also said that they would recommend our graduates to other employers while one employer was unsure. Several comments are included in the Comments Section that provide supplementary information from employers.

Physical Therapist Assistant

Five employers of graduates of the Physical Therapist Assistant program responded to the survey. All of the employers said that the training received at JTCC adequately prepared the graduates for their positions. The five employers rated the graduates as "above average" on the following abilities: general attitude toward work, willingness to learn and improve, cooperative with management, cooperative with fellow employees, and dependability/ punctuality. Four employers rated the graduates' overall quality of work and personal initiative as "above average," while one employer gave a rating of "average." Three

employers rated the graduates as "above average" and two gave a rating of "average" for the following characteristics: job-related knowledge, care of equipment, analytical/problem solving skills, and leadership ability.

Two employers rated the graduates as "above average" and three employers gave a rating of "average" for the following abilities: ability to operate job-related tools and equipment, speaking skills, listening skills, reading skills, and math skills. One employer rated the graduates writing skills as "below average," while the rest rated this skill as "above average" and "average." Graduates' computer skills were not rated by three employers; however, two employers rated this area as "above average."

When asked if they would hire another JTCC graduate, four employers said "yes," while one employer was unsure. Three employers said they would recommend our graduates to other employers, and two were unsure. Additional comments and suggestions for program improvements are listed in the Comments Section.

Police Science

Four employers of graduates of the Police Science program responded to the survey. One employer felt that the training received at JTCC adequately prepared the graduate for the job, one employer did not know, one responded that the question was not applicable, and did not respond. All of the employers rated the following characteristics as "above average": overall quality of work, cooperative with management, and dependability/ punctuality. All of them rated the graduates' ability to care for equipment and their listening skills as "average." Three employers rated the graduates' general attitude toward

work and their personal initiative as "above average," while one employer gave a rating of "average."

Half of the employers rated the following skills as "above average," while half gave a rating of "average": writing skills, speaking skills, and cooperative with management. One employer rated the following characteristics as "above average," while three employers gave a rating of "average": job-related knowledge, care of equipment, willingness to learn and improve, reading skills, analytical/problem solving skills, and leadership ability. Three employers rated the graduates math skills as "average," while one employer said this skill was not applicable to the job. Computer skills were rated as "average" by two employers, while one employer gave a rating of "below average," and one marked "not applicable."

When asked if they would hire another JTCC graduates for the same type of job, two employers said "yes," one was unsure and one did not respond. All four employers said they would recommend JTCC graduates to other employers.

SUMMARY

The overall ratings by employers of John Tyler Community College graduates establish a positive view of the College by outside evaluators. The following summary tables illustrate their general opinion of JTCC students, regardless of academic program.

When asked if the training received at JTCC adequately prepared graduates for their job, about two-thirds of the employers (67.6 percent) said "yes" and only 5.4 percent said "no." About one-fourth of the employers (27 percent) did not know, did not respond or felt that this question was not applicable.

As illustrated in the table below, several general characteristics and skill areas were viewed favorably by employers with no negative responses. Graduates were rated as "average" or "above average" regarding their general attitude toward work, their ability to operate job-related tools, equipment and instruments, their willingness to learn and improve, the overall quality of their work, and their analytical/problem solving skills. A number of employers who failed to respond did not have enough information about the graduates' attitude or work style to rate them on these characteristics. Overall, employers evaluated JTCC's graduates' attitude about work as positive.

Frequency & Percentage of Employers' Ratings With No Negative Responses				
	above average	average	not applicable	no response
General Attitude Toward Work	51 (68%)	19 (25.3%)		5 (6.7%)
Ability to Operate Job-Related Tools, Equipment & Instruments	43 (57.3%)	24 (32%)	3 (4%)	5 (6.7%)
Willingness to Learn & Improve	60 (80%)	9 (12%)		6 (8%)
Overall Quality of Work	54 (72%)	16 (21.3%)		5 (6.7%)
Analytical/Problem Solving Skills	36 (48%)	31 (41.3%)	3 (4%)	5 (6.7%)

As illustrated in the table below, the positive responses continue, with no more than one of the employers rating any of the graduates' skills as "below average." A larger percentage of employers were unable to rate the graduates or felt that the characteristic was not applicable to their work situation.

Frequency & Percentage of Employers' Ratings With One Negative Response					
	above average	average	below average	not applicable	no response
Job Related Knowledge	43 (57.3%)	26 (34.7%)	1 (1.3%)		5 (6.7%)
Care of Equipment	36 (48%)	30 (40%)	1 (1.3%)	2 (2.7%)	6 (8%)
Speaking Skills	30 (40%)	37 (49.3%)	1 (1.3%)	2 (2.7%)	5 (6.7%)
Listening Skills	37 (49.3%)	32 (42.7%)	1 (1.3%)		5 (6.7%)
Reading Skills	39 (52%)	27 (36%)	1 (1.3%)	2 (27%)	6 (8%)
Math Skills	30 (40%)	33 (44%)	1 (1.3%)	5 (6.7%)	6 (8%)
Cooperative With Fellow Employees	46 (61.3%)	23 (30.7%)	1 (1.3%)		5 (6.7%)
Personal Initiative	49 (65.3%)	20 (26.7%)	1 (1.3%)		5 (6.7%)
Dependability/ Punctuality	55 (73.3%)	14 (18.7%)	1 (1.3%)		5 (6.7%)

In the table below, employers continued to view the graduates favorably, but more than one employer rated the graduates' writing skills, computer skills, analytical/problem solving skills, their cooperativeness with management, and their leadership ability as "below average."

Frequency & Percentage of Employers' Ratings With Numerous Negative Responses					
	above average	average	below average	not applicable	no response
Writing Skills	36 (48%)	28 (37.3%)	4 (5.3%)	1 (1.3%)	6 (8%)
Computer Skills	30 (40%)	28 (37.3%)	4 (5.3%)	7 (9.3%)	6 (8%)
Cooperative With Management	46 (61.3%)	21 (28%)	3 (4%)		5 (6.7%)
Leadership Ability	34 (45.3%)	33 (44%)	2 (2.7%)	1 (1.3%)	5 (6.7%)

About three-fourths of the employers said that they would hire another JTCC graduate or recommend our graduates to other employers. Only two employers said that they would not hire another JTCC student and one employer would not recommend our graduates to other employers. Specific concerns and suggestions are listed in the Comments Section.

RECOMMENDATIONS

The three year range of graduates (1991-1993) for the Employer Follow-Up study seemed to be an appropriate time span for this type of study. The large number of graduates who remained with the same employer over that time period illustrates the positive relationship JTCC graduates have with their employers as well as their commitment to their jobs.

The results confirm the fact that JTCC graduates are competent employees who provide satisfactory service to the company, agency, or organization where they work. Although few negative ratings were given, the graduates' writing and computer skills were evaluated as "below average" most frequently. Since these skill areas are essential, the College should make sure that all graduates are proficient in these areas.

Overall, the employers' positive ratings provide another significant measure of the academic achievement of John Tyler Community College graduates.

COMMENTS

COMMENTS

Do you feel that the training received at JTCC adequately prepared him/her for this job?

Nursing

- Need critical care course.
- Good basic background. Quick learner.

Office Systems Technology

- I believe this initiated a new confidence which inspired this individual to succeed in other areas.
- Expanded her knowledge.

Physical Therapist Assistant

- Yes, however this employee had one semester of P.T. school at MCV first.

If you had an opening, would you hire another graduate from John Tyler Community College for this type of job?

Architectural Engineering Technology

- Very satisfied with quality of education this graduate received and her ability to use that knowledge in job performance.

Arts & Sciences for Transfer

- This employee was hired before graduating from John Tyler.

Computer Information Systems

- [Graduate] is a highly motivated individual. She did not work for me before attending JTCC, but I believe her attendance at JTCC has enhanced her effectiveness on the job.

Electronic Engineering Technology

- Need more technical training in Electronics field.

Funeral Service

- [Graduate] joined our firm at the age of 15 years. We recognized that his talents could be best utilized in the field of funeral service and consequently directed his training toward this profession. All of his non-technical training and his apprenticeship was closely monitored by our staff prior to his entering John Tyler's program. We feel he was highly qualified prior to entering John Tyler's program and cannot judge that his training was enhanced there excepting the academic requirement.

COMMENTS

Mechanical Engineering Technology

- JTCC courses were taken by [graduate] to improve his skills. He was already a long-term employee at Hercules and his continued employment is not directly affected by his college work.

Nursing

- Although for the Emergency Department we do not hire <u>new</u> graduates, we would give equal consideration to graduates of JTCC.
- Not as a new graduate, but after six months of "floor" experience. (This graduate was an ER staff nurse.)
- [This is] not entry level position. (SICU)
- Depends on situation and person applying.
- Very high quality employee.
- Unsure. Above named graduate had worked many years in our facility as an LPNB prior to completing RN program @ JTCC.

Office Systems Technology

- Depends on qualifications, not which school they graduated from.

Physical Therapist Assistant

- Would have to be based on academic record, references, and job interview; [graduate] is exceptional in her knowledge, skills, and professionalism.
- I already have--I have all the assistants I can legally take.

Police Science

- Must compete through competitive process.
- [Graduate] has shown a willingness to learn the job he presently has and so far we are very pleased with his performance, considering his handicap.

Would you recommend our graduates to other employers?

Business Management

- [Graduate] is an excellent employee that has been willing to take on many extra roles and projects, such as Human Resources, Workman's Comp, personnel files, and other detailed recordkeeping.

Electronic Engineering Technology

- Not for a technical position.

COMMENTS

Nursing

- Especially if they were an LPN prior to attending, because this has been where my experience lies.
- No blanket recommendation, but would recommend on a case by case basis.
- Have only hired one so far; we have had 2 PTA students who were lacking in initiative, in question-asking, and "apparently" in pediatric academic knowledge.

Office Systems Technology

- Depends on qualifications again.

What do you think are the most important things we could do to improve the graduate's program of study?

Accounting

- More training in computer programming.

Arts and Sciences for Transfer

- [I] don't have prior knowledge of academic curriculum for this employee. Would have benefitted from more computer training.

Business Management

- Greater emphasis on writing skills.
- Have a four-year degree college.

Child Care

- Initiate an improved and more intense practicum program for candidates of an Early Childhood associate degree program.
- Make some of the Education classes tougher. Don't pass those that don't deserve it. Some teachers are too easy.

Computer Information Systems

- Continue offering courses on the latest ADP software.
- You need to look at your referral/placement service for JTCC graduates. When employers call looking for specific concentrations, you [could] have a data base of JTCC graduates with profiles/resumes on file which can be faxed/mailed to employers. This would be very beneficial to both employers and students looking for placements. A professional placement process would promote a greater utilization of JTCC by employers and increase your percent of student placements.

COMMENTS

Electronic Engineering Technology

- Technical training.

Funeral Service

- More practical experiences in funeral service.
- Require several years of on-the-job training so that the candidate could determine if he/she was willing to make the long-term commitment; i.e., accept a life-style beyond the 40-hour work week.

Instrumentation

- More microprocessor/computer oriented classes.

Mechanical Engineering Technology

- More group projects.

Nursing

- 1. Increase management opportunities, including leadership/charge experiences.
  2. IV therapy (actually performing more venipuncture).
  3. Organizational skills.
- Increase clinical time toward managing LPNS/nursing assistants, and utilizing various modalities, such as team nursing, etc.

- I think that the program is one of the best associate programs I've come in contact with. Most of the graduates we've had experience with were LPNs prior to completing the program.
- More clinical experience, i.e., IV therapy equipment, PCA Pumps, "charge related" responsibilities.
- [Graduate] had worked in our unit as an LPN for some years before pursuing her RN. Consequently, her knowledge and abilities were greater than those usually encountered in a new grad. We do not normally hire new grads for ICU.
- To increase the patient load during their senior year to avoid culture shock when they graduate.
- She graduated before coming to my unit, so I didn't have the opportunity to work with her immediately following her graduating. She came here with very strong skills--I know she worked as a nurse tech here for a year while still in school. I'm sure that gave her a lot of experience as well.
- No suggestions at this time.
- Teach motivational skills.
  More problem solving/analytical skills.
  Use JCAHO recommendations to make sure everyone knows in regard to documentation expectations.
  Instill promptness and punctuality--they are critical in a hospital setting.
  Remember that the patient is a person, not a clinical entity.
- [Graduate] was hired into an Operating Room Staff Nurse position and had to receive

training for 6 months to a year. We no longer hire without experience. We offer our own pre-operative program for experienced nursing RN (2-3 years).

- [Graduate] was an LPN who also worked for me. So far my experience with John Tyler graduates comes from previous LPNs. I think the LPNs do well in your program. Improvement opportunities should include 1) IV therapy, and 2) management skills.
- Attitude is the key. If graduates like Nursing, they will have a good attitude. Work is the priority, and cheerfulness and flexibility are the keys to success. Health care is very competitive. The nurse who will support management, cares about her patients, and is cheerful will succeed.
- Many grads desperately need to improve writing and communication skills, and they lack the ability to make independent decisions in their nursing practice, in my experience at Central State.
- I have not recently worked with students or any other recent graduates.

Physical Therapist Assistant

- [Graduate] has been an employee of ours for one year. When he first started working with us, his writing skills were poor--we did an intensive orientation with him and another PTA from your program, which took us more or less 8 weeks to complete. The first 6 months were difficult regarding time management issues and progression of patients. After one year, they are both at an average level and work well as team members.
- Students are well prepared. Only clinical experience increases growth after graduation.
- Pragmatics & Professional Communications course - it is difficult to determine where these students are coming from when they stand back and don't assert themselves. Students need to be assertive through the entire clinical, no matter what the setting. They need to have thoroughly thought through a list of personal and professional goals to be continually addressing from their first to last clinical settings, as this maintains their eagerness to learn and grow. So [you] may consider changing "List of Strengths & Weaknesses" to "List of Goals," both Personal and Professional, and include this as part of discussion during Clinical Education I, first year spring semester.
- The last graduate of 1994 was not as knowledgeable in neuro, so I would encourage more neuro with definite emphasis on rehab. But the 1993 graduate is Great!!

Police Science

- [Graduate] is presently attending Crater Academy for seven weeks of state mandated training.
- Unable to advise. Must have an understanding of your overall program.

GRADUATES' EMPLOYERS

AND

JOB TITLES

1994 EMPLOYER SURVEY

EMPLOYERS WHO RESPONDED	GRADUATES' JOB TITLES
Accounting	
Food Lion, Disputanta	Computer Operator
Nicholson Sprinkler Corp.	Secretary-Treasurer of Corporation
Architectural Engineering Technology	
Weyerhauser	Technical Representative
Arts & Sciences for Transfer	
State Board of Health	Fiscal Technician
ICI Films	Information Tech. Support Technician
Business Management	
Colonial Heights Convalescent Home	Accounts Payable
Unijax Sloan	Merchandising Manager
Va. Department of Transportation	Highway Program Support Technician
Drucker & Faulk T/A Tanglewood Apts.	Maintenance Superintendent
Estes Leasing	Service Manager
Virginia Power	Administrative Assistant
Dept. of Health Professions	Senior Legal Assistant
Morton's Tax & Accountant Service (self employed)	Owner/operator
Child Care	
Carlyle Ave. Baptist Child Care Center	Lead Teacher
RCAP Headstart	Head Start Center Base Educator
Seventh Day Adventist Child Care Center	Head Teacher (CS Certificate)
Tuckaway Harbor Child Care Center	Executive Director (Certificate & CS Cert.)
Computer Information Systems	
US Army Combined Support Command, Fort Lee	Secretary, Office Automation
Allied Signal	Senior Clerk
Electronic Engineering Technology	
Commercial Business System	Technical Support Engineer
Power Systems & Controls	Test Department Engineer
Fine Arts	
Presbyterian Outlook	Works in Marketing/Head of Shipping Department

1994 EMPLOYER SURVEY

EMPLOYERS WHO RESPONDED (Cont.)	GRADUATES' JOB TITLES (Cont.)
Funeral Service	
William M. Bland & Son	(title not given)
Hogg Funeral Home	Assistant Managing Director
Currie Funeral Home	Funeral Director and Embalmer
Human Services	
Carter G. Woodson School	Substitute Teacher
Hopewell Social Services	(title not given)
Industrial Manufacturing Procedures	
Stanley Hardware	Steel Plating/Waste Treatment (solutions from plating process)
Instrumentation	
Virginia Power	Control Operations Technician (also has JTCC Electronic Engineering Tech. degree)
Mechanical Engineering Technology	
Virginia Department of Transportation	Design Drafting Technician
Aqualon	Plant Mechanic
Allied Signal	Field Machinist
DuPont	Control Systems Technician
Nuclear Control Room Op., Nuclear Foundations Technology, and Nuclear Health Physics	
Virginia Power	Health Physics Technician
Virginia Power	Electrician
Nursing	
Southside Regional Medical Center	Staff RN (prior to going to Germany)
Southside Regional Medical Center	Staff Nurse
Southside Virginia Training Center	Registered Nurse Clinician
Medical College of Virginia	Registered Nurse Clinician II
Johnston Willis Hospital	Staff Nurse
John Randolph Hospital	RN, Staff
Southside Regional Medical Center	Staff Nurse, ICU
McGuire VA Medical Center	Staff Nurse
Chippenham Medical Center	Emergency Department staff nurse
Chippenham Medical Center	RN
Henrico Doctors Hospital	Staff Nurse - RN
Johnston-Willis Hospital	RN staff nurse/Pediatrics
Chippenham Medical Center	SICU (no longer works here)
Greensville Memorial Hospital	Charge RN
Medical College of Virginia	RN Clinician II
Chippenham Medical Center	Ass't. Nurse Manager (no longer employed)

1994 EMPLOYER SURVEY

EMPLOYERS WHO RESPONDED (Cont.)	GRADUATES' JOB TITLES (Cont.)
Southside Regional Medical Center	Staff RN
Richmond Memorial Hospital	Staff Nurse, 3-11, no longer employed at this institution
Southside Regional Medical Center	Staff Registered Nurse, Unit Preceptor
St. Mary's Hospital	Staff Nurse, MIU, Full-time nights
Central State Hospital	Registered Nurse, Clinician "B"
McGuire VA Medical Center	Staff Nurse
St. Mary's Hospital	Staff Nurse I
Office Systems Technology	
Virginia Commonwealth University	Office Services Specialist
Stone Container	Executive Secretary
Robert C. Elliott Law Office	Paralegal
Physical Therapist Assistant	
Sheltering Arms Hospital	Physical Therapist Assistant
John Randolph Hospital	Physical Therapist Assistant
Richmond Cerebral Palsy Center	Physical Therapy Assistant
Damien Howell Physical Therapy	PTA
Pediatric Physical Therapy	PT Assistant
Police Science	
Chesterfield County Police Department	Detective Sergeant, Police
Sussex County Sheriff's Office	Correctional Officer
Jesus Way Fellowship	Director of Superior Learning Center
Department of Motor Vehicles	Field Investigator

APPENDIX A

SURVEY INSTRUMENT

JOHN TYLER COMMUNITY COLLEGE
EMPLOYER FOLLOW-UP SURVEY
JULY 1994

GRADUATE'S NAME:

GRADUATE'S PROGRAM OF STUDY:

1. WHAT IS THE TITLE OF THIS EMPLOYEE'S PRESENT JOB? _____

2. DO YOU FEEL THAT THE TRAINING RECEIVED AT JTCC ADEQUATELY PREPARED HIM/HER FOR THIS JOB?	Yes	No	Don't Know	N/A

COMPARED WITH YOUR OTHER WORKERS WHO HAVE SIMILAR JOBS AND EXPERIENCE, RATE HIM/HER IN EACH OF THE FOLLOWING AREAS.

	Above Average	Average	Below Average	N/A
3. General attitude toward work	a	b	c	d
4. Job related knowledge	a	b	c	d
5. Ability to operate job-related tools, equipment, & instruments	a	b	c	d
6. Care of equipment	a	b	c	d
7. Willingness to learn and improve	a	b	c	d
8. Overall quality of work	a	b	c	d
9. Writing skills	a	b	c	d
10. Speaking skills	a	b	c	d
11. Listening skills	a	b	c	d
12. Reading skills	a	b	c	d
13. Math skills	a	b	c	d
14. Computer skills	a	b	c	d
15. Analytical/problem solving skills	a	b	c	d
16. Cooperative with management	a	b	c	d
17. Cooperative with fellow employees	a	b	c	d
18. Personal initiative	a	b	c	d
19. Dependability/punctuality	a	b	c	d
20. Leadership ability	a	b	c	d

21. IF YOU HAD AN OPENING, WOULD YOU HIRE ANOTHER GRADUATE FROM JOHN TYLER COMMUNITY COLLEGE FOR THIS TYPE OF JOB?	Yes	No	Unsure

Comments:

22. WOULD YOU RECOMMEND OUR GRADUATES TO OTHER EMPLOYERS?	Yes	No	Unsure

Comments:

23. WHAT DO YOU THINK ARE THE MOST IMPORTANT THINGS WE COULD DO TO IMPROVE THE GRADUATE'S PROGRAM OF STUDY?

PLEASE RETURN BY AUGUST 1, 1994.

Thank you!

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